

IN THE CLAIMS:

1. (Previously Presented): An information processing method in an information processing system having an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the method comprising the steps of:

- (a) receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request;
- (b) determining whether or not said HTTP message agrees with a predetermined condition;
- (c) editing contents of said HTTP message when said HTTP message agrees with said predetermined condition;
- (d) sending said HTTP message in an unedited form to the customer-side browser; and
- (e) sending said HTTP message in an edited form to the agent-side browser.

2. (Previously Presented): The information processing method of Claim 1, wherein editing is carried out to insert a command for a client program loaded on the agent-side information terminal.

3. (Original): The information processing method of Claim 2, wherein said command is one of "form submit prohibition", "form alteration prohibition", "concealment of specific form" or "concealment of specific field."

4-9. (Canceled)

10. (Previously Presented): A computer program product recorded on computer readable medium for storing an information processing program executed within a system having an information terminal support server supporting collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the program product comprising:

(a) computer readable means for receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a request of said customer-side browser;

(b) computer readable means for determining at the information terminal support server whether or not said HTTP message agrees with a predetermined condition;

(c) computer readable means for editing, at the information terminal support server, contents of said HTTP message when said HTTP message agrees with said predetermined condition;

(d) computer readable means for sending said HTTP message in an unedited form from the information terminal support server to said customer-side browser; and

(e) computer readable means for sending said HTTP message in an edited form from the information terminal support server to said agent-side browser.

11. (Original): The program product of Claim 10, wherein editing is carried out to insert a command into a client program loaded on said agent-side information terminal.

12. (Original): The program product of Claim 11, wherein said command is one of "form submit prohibition", "form alteration prohibition", "concealment of specific form" or "concealment of specific field".

13. (Canceled)

14. (Previously Presented): An information processing system having an information terminal support server which supports collaboration of a browser loaded on a customer-side information terminal and a browser loaded on an agent-side information terminal, the system comprising:

(a) means for receiving, at the information terminal support server, an HTTP message sent from a Web server in response to a customer-side browser request;

(b) means for determining whether or not said HTTP message agrees with a predetermined condition;

(c) means for editing contents of said HTTP message when said HTTP message agrees with said predetermined condition;

(d) means for sending said HTTP message in an unedited form to the customer-side browser; and

(e) means for sending said HTTP message in an edited form to the agent-side browser.

15. (Previously Presented): The information processing system of Claim 14, wherein, in said means for editing is carried out to insert a command for a client program loaded on the agent-side information terminal.

16. (Previously Presented): The information processing system of Claim 15, wherein said command is one of "form submit prohibition", "form alteration prohibition", "concealment of specific form" or "concealment of specific field".